

comprising:

B1
a data path interface, coupled to said data path, for receiving said request over said data path, for identifying said call back data, and for placing said call back data into at least one call record store; and

SUB
D1
an automated dialer system, located at a second location remote from said first location and coupled to said data path interface, and responsive to said at least one call record store, for automatically retrieving telephone numbers to be dialed from said call record store, and for processing said telephone numbers as an outbound telephone call campaign;

means for causing said automated dialer system to substantially immediately redial said telephone number to be dialed and for continuously redialing said telephone number to be redialed if said telephone number dialer detects a busy signal;

wherein said data path may be established using any of a direct data path, a global computer network, or a telephone network.

SUB
B2 D3
22. A method for providing a telephone call back from a request made by an inquiring party at a remote location, wherein

In re: Malcom B. Strandberg

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said request includes call back data transmitted over a data path from a terminal at said remote location, said call back data including at least a telephone number to be dialed, said method comprising the steps of:

B2
concl
receiving said request transmitted from said terminal at said remote location;

54B
D3
identifying said call back data including at least one telephone number to be dialed;

placing said call back data into a call record store;

retrieving telephone numbers to be dialed from said call record store;

scheduling said telephone numbers to be dialed substantially immediately;

automatically dialing each of said telephone numbers as scheduled over a telephone line using a predictive dialer and continuously redialing any of said telephone numbers if a busy signal is detected; and

connecting said telephone line to a telephone of an available agent, if an answer is detected.